

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

Applicant(s): Greg Bjornberg et al.

Confirmation No.: Not Assigned

Serial No.: Not Assigned

Art Unit: Not Assigned

Filed: July 3, 2003

Examiner: Not Assigned

Title: System for Executing Advanced Interactive Voice Response Services  
Using Service-Independent Building Blocks**INFORMATION DISCLOSURE STATEMENT**

Commissioner for Patents  
PO Box 1450  
Alexandria, VA 22313-1450

Sir:

In accordance with the provisions of 37 C.F.R. 1.56, 1.97, and 1.98, the attention of the U.S. Patent and Trademark Office is hereby directed to the documents listed on the attached Form PTO-1449. It is respectfully requested that the documents be expressly and independently considered during the prosecution of this application, and that the documents be made of record therein and appear among the "References Cited" on any patent to issue therefrom.

This Information Disclosure Statement is being submitted within three months of the filing date of the application and prior to issuance of a first Office Action on the merits, therefore, no fee is due.

Under 37 C.F.R. § 1.98(d), no copy of any patent, publication, pending U.S. application or other information listed in this information disclosure statement is required to be provided, as the information was previously submitted to, or cited by, the Office in earlier Application No. 09/073, 887, filed May 7, 1998, with the exception of U.S Patent Numbers 6,366,658, issued April 2, 2002; 6,389,126, issued May 14, 2002; 6,418,205, issued July 9, 2002; and 6,427,002, issued July 30, 2002, which are enclosed herewith.

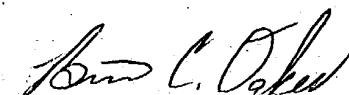
Each of the documents listed on the attached form equivalent to Form PTO-1449 is in the English language.

It is respectfully requested that the documents cited in this Information Disclosure Statement be independently considered by the Examiner.

Please charge any shortage in the fees due in connection with the filing of this paper, including extension of time fees, to Deposit Account No. 13-2491 and please credit any excess fees to such deposit account.

Respectfully submitted,

Date: 7/3/2003

  
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FORM PTO-1449 (REV. 7-80).	U.S. DEPARTMENT OF COMMERCE PATENT AND TRADEMARK OFFICE			ATTY. DOCKET NO. COS97046C1	SERIAL NO. NOT ASSIGNED			
LIST OF DOCUMENTS CITED BY APPLICANT <i>(Use several sheets if necessary)</i>			APPLICANT(S): Greg Bjornberg et al.					
			FILING DATE July 3, 2003	GROUP NOT ASSIGNED				
U.S. PATENT DOCUMENTS								
* EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE (IF APPROPRIATE)	
		4,797,910	01/1989	Daudelin				
		4,845,739	01/1989	Katz				
		4,930,150	05/1990	Katz				
		5,048,075	09/1991	Katz				
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		5,133,004	07/1992	Heileman, Jr. et al.				
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		5,259,023	11/1993	Katz				
		5,325,421	06/1994	Hou et al.				
		5,349,633	09/1994	Katz				
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		5,519,772	05/1996	Akman et al.				
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		5,561,707	10/1996	Katz				
		5,572,583	11/1996	Wheeler, Jr. et al.				
		5,581,600	12/1996	Watts et al.				
FOREIGN PATENT DOCUMENTS						TRANSLATION		
		DOCUMENT NUMBER	DATE	COUNTRY	CLASS	SUBCLASS	YES	NO
OTHER DOCUMENTS <i>(Including Author, Title, Date, Pertinent Pages, Etc.)</i>								
		Emerson, S. Thomas, "Voice Response Systems – Technology to the Rescue for Business Users", Speech Technology, pp. 99-103 (Jan./Feb. 1983)						
		Hester, et al., "The AT&T Multi-Mode Voice Systems – Full Spectrum Solutions for Speech Processing Applications", Proceedings of the 1985 AVOIS Conference, pp. 1, 3, 5, 7 and 9 (Sept. 1985)						
		MooseMiller, John, P., "AT&T's Conversant I Voice System", Speech Technology, pp. 88, 90 and 92 (Mar./Apr. 1986)						
		Perdue, et al., "Conversant I Voice System Architecture and Applications", AT&T Technical Journal, pp. 34-47 (Sep./Oct. 1986)						
EXAMINER				DATE CONSIDERED				
<p>*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.</p>								

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	5,706,286	01/1998	Reiman et al.			
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	5,793,771	08/1998	Darland et al.			
	5,802,146	09/1998	Dulman			
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	5,818,921	10/1998	Vander Meiden et al.			
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	5,937,029	08/1999	Yosef			
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	5,956,396	09/1999	Ash et al.			
	5,974,252	10/1999	Lin et al.			

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						YES      NO

OTHER DOCUMENTS <i>(Including Author, Title, Date, Pertinent Pages, Etc.)</i>	
	Stallings, William, <i>ISDN and Broadband ISDN with Frame Relay and ATM</i> , 3 <sup>rd</sup> Edition, 1995, pp. 257-277

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	5,995,610	05/1997	Smidt et al.			
	5,999,525	12/1999	Krishnaswamy et al.			
	6,003,031	12/1999	Hartikainen et al.			
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	6,366,658	04/2002	Bjornberg et al.			
	6,389,126	05/2002	Bjornberg et al.			
	6,418,205	07/2002	Capers et al.			
	6,427,002	07/2002	Campbell et al.			

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